

We have received the following questions regarding Greenlee County's Request for Proposal for comprehensive IT services: Answers are in **red** at the end of each question:

1. It's said you have 22 departments. How many employees does each department have? How many total will be supported? **Department employee counts vary from one or two to over 40. There are between 110-135 total users.**
2. How many servers does Greenlee have? **18 Servers**
3. What are the Operating Systems on the Servers? – **All operating systems are Windows with the exception of one server running Linux.**
4. What is each Server's purpose? How many are domain controllers, file servers, print servers, application servers, web servers, etc.? **Each server is assigned a separate purpose. The county currently has two domain controllers, two file servers, three print servers.**
5. What anti-virus is currently being utilized? **Crowdstrike and DarkTrace**
6. Do you want anti-virus provided or do you want to keep your current AV? **The county is willing to consider options in proposals. The current system is working well. Cybersecurity is a high priority.**
7. How much is the monthly bill for anti-virus? **Approximately \$5,500**
8. What back up services are being used? **Redundant geographically separated onsite back up servers in conjunction with Barracuda Cloud service.**
9. Do you want back-up provided or do you want to keep your current Backup? **The county is willing to consider options in proposals. The current system is working well.**
10. How much is the monthly bill for back-up? **Approximately \$1,500**
11. How much Data is being backed up? **32TB**
12. How many tickets/cases does Greenlee get per day/week/month? **Approximately 1 – 3 daily, 5 – 10 weekly, and 10 – 20 monthly.**
13. Does Greenlee have a place that stores current ticket data/quantities? **The County uses "Track-IT" ticketing system which does store ticket data and quantities.**
14. How frequently will Greenlee require onsite support? **Current employees address most onsite support which vary from daily requests to a few requests per week. For more complex issues, assistance is requested on an "as-needed" basis from outside consultants.**
15. Do you currently have an IT provider, providing these services? **No. IT Director recently retired. Current structure consists of onsite help-desk clerk and help-desk technician who have access to "as-needed" contract providers and network consultants.**
16. We noticed you currently have a department with an IT Director, Help Desk Tech, & Help Desk Clerk. Are they being replaced? Or are we required to work in tandem with these individuals? **See answer to question 16 above. The RFP asks for an optional cost/benefit analysis of moving to complete outside provider or a hybrid model with some employees remaining on site as county employees. If bidders include this optional analysis, please indicate your willingness and ability to work in a hybrid model if current county staff is retained.**
17. What email system is being utilized? **Microsoft Office 365.**
18. Are there upcoming technology projects that Greenlee has? **An audio/visual technology update for the Superior Court courtroom to be provided by an outside vendor requiring some interface with county IT.**
19. When does Greenlee require services? 8-5 M-F or 24x7x365? **Majority of county service requirements are M-F, 8 to 5. However, since the county provides some emergency services and first responder services, some support is required 24/7/365.**
20. If 24x7x365, how many after hour calls/tickets did Greenlee receive over the past year? **Approximately 2-3 calls per month.**
21. Since [the provider] would be maintaining the telephone system, what telephone system is being utilized? **NEC system. No change in phone system currently contemplated. The county would consider other options.**

22. How much is being paid per month for that phone system? How old are the telephones?
\$2,500/year. Exact age of phones is unknown but believed to be approximately six years old.
23. Where is the County's website being hosted? What is the CMS for the website? **AWS**
24. What is Greenlee's budget for this RFP? **The County is considering alternative ways to provide IT services. There is not a separate budget for the award of this RFP. If a proposal is awarded and a contract is agreed upon, resources currently allocated in-house would be reallocated to the service provider to provide needed IT services.**